

DHL ESECURE

USER GUIDE

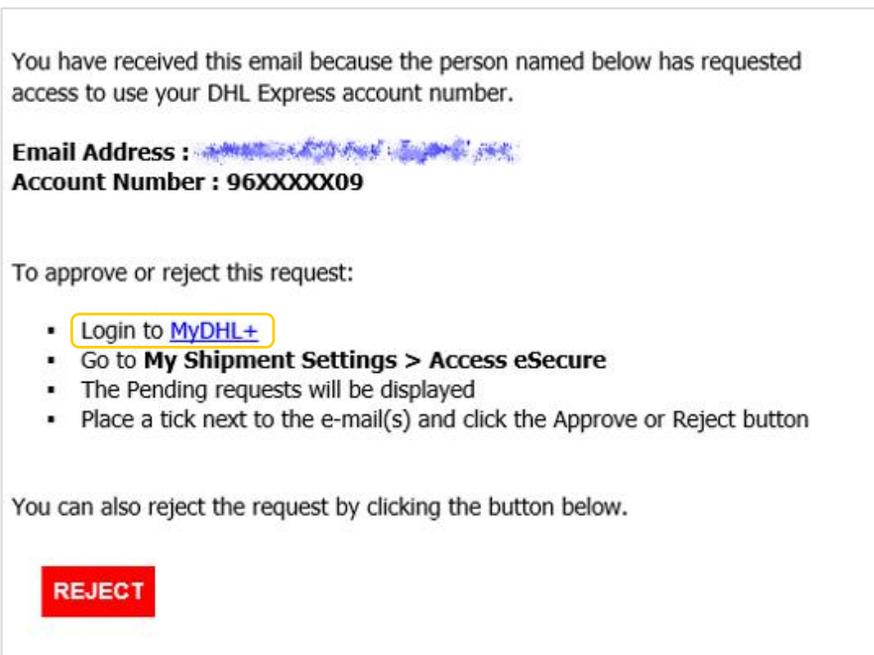


ESECURE APPROVAL STEPS

HOW TO APPROVE ESECURE IN MYDHL+

1. Once you get email from esecure@dhl.com, click on [MyDHL+](#)

Please review the shipper email and you can click **REJECT** if the email is not concern to your business

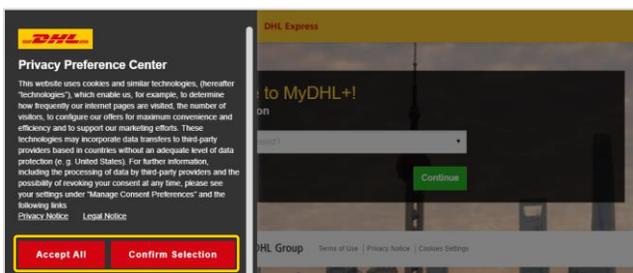


* This email will send to admin just once from shipper request at first time only

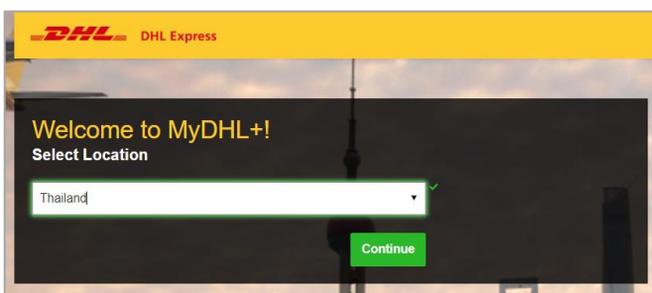
Note : Currently, eSecure email has removed **approve button** with the purposes :

1. To prevent the case that an ill-intentioned person has access to the account owner's email address
2. To increase the security of accessing account number with 2 steps login
3. The account owner can review the approved list again

If you are facing to **Privacy Center**, click **Accept All** or **Confirm Selection**



Select location to **Thailand** and **Continue**



* Privacy Center will show only first time when you access to MyDHL+ website

2. Login with eSecure admin email only

The screenshot shows the DHL Express website interface. At the top, there is a navigation bar with 'Home', 'Ship', and 'Track' options. A 'MyDHL Login' modal is open, showing the email address 'testeSecure@eSecure.com' and a password field, both with green checkmarks. The 'Login' button is highlighted in yellow. The background shows a banner for 'New to International Shipping?' with a 'Get Shipping Advice' button and a navigation bar with 'Home', 'Ship', and 'Track' options.

* If you do not login with eSecure admin, this will not show Access eSecure

3. Go to My Shipment Settings and select Access eSecure

The screenshot shows the DHL Express website interface. The 'My Shipment Settings' menu is open, showing the 'Access eSecure' option highlighted in yellow. The background shows the 'Welcome to MyDHL+' page with a 'Create a New Shipment' button and a 'Next' button.

Tip: The admin email is the email that received notification from esecure@dhl.com

At **Terms and Conditions** click **I agree to the terms and conditions** and **Submit**

The screenshot shows the DHL Express website interface. The 'Terms and Conditions' page is displayed, with the 'I agree to the terms and conditions' checkbox checked and the 'Submit' button highlighted in green.

* This will show only first time accessed to this function

4. In **Authorized User** page

Check the shipper's email before **approve** or **reject**

Authorized User

Account No

Customer Administrator

Authorized Domain

Authorized Account Usage Approval

My Domain

Authorized User

Email ID

Account Number

Status

Approved
Rejected
Pending

Advanced Search

Search

Reset

Origin

THAILAND

1 records found

Add Approve Reject Copy Upload Download

<input type="checkbox"/> Email ID	Account Number	Origin	Status	Assigned By	Modified Date
<input checked="" type="checkbox"/>		THAILAND	Pending	SYSTEM@DHL.COM	05-Feb-24

✓ Correct detail, tick and **Approve**

✗ If not, click **Reject**

✓ Action performed successfully. X

* This message will show once completed; the shipper will receive email confirm from system

To review and check past 13 months list, select the status and **Search**

You can review and consider that the user should get authorize or not, if not you can **Reject**

Pre-Approve steps

You can add the email before they are creating the shipment and avoid waiting request approval from you.

1. Click **Add** which near by the **Approve**
2. Input your **Account Number** and **Email ID** then **Save**

Authorized User

Use comma (,) for multiple entries in Account number and Email ID fields

Account Number *

Email ID *

Save

Cancel

✓ Action performed successfully. X

* This message will show once completed; the shipper will receive email confirm from system

OTHER FUNCTIONS IN ESECURE

FUNCTIONS AND DETAILS IN DHL ESECURE

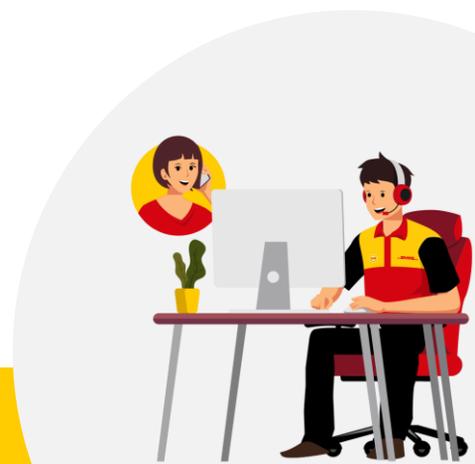
Function	Description
Account No	This is a function to show the account is setting eSecure by automatically system or ESS staff
Customer Administrator	This is a function that show who is the eSecure admin for the account. You can add by click Add or manage admin by select Active Inactive and download list by click Download
Authorized Domain	This is a function to add domain name and authorize them without waiting confirm process You can add domain by click Add or Upload if there are more domain names need to added Manage authorization by Active Inactive
Authorized Account Usage Approval	This is a function that use and manage with Authorized Account Usage in MyDHL+ <u>Please contact our ESS team for more information</u>
*New My Domain	This is a function that using for setup only domain you will need authorized without waiting approval The domain which is not in list will be automatically reject by system You can add domain by click Add or Upload if there are more domain names need to added Manage authorization by Active Inactive

Tip: In Authorized Domain and My Domain can download template file from system to upload list

i To add multiple Authorized Domains, download the Sample CSV File and fill up the necessary information per defined columns. Click on Browse to select the file and click Upload after. First row of the file is considered as header and will be ignored. Please make sure file is in CSV format, does not exceed 102400 bytes (maximum 100 records).

Browse

Upload **Cancel** **Sample CSV file**



ESECURE FAQ

DHL eSecure is an advance security feature preventing unauthorized use of DHL Express accounts in shipping tools, which allows self-registration and/or self-shipping capability.

Key feature of eSecure:

- * Full control given to customers to decide which users can use the account for shipping
- * Approval or rejection for use of account request can be done via MyDHL+ or email easily
- * 13 months of email addresses visibility on prior usage will be provided

Limitation of eSecure:

- *The request for approval will only action when the shipment is created through an online system. **(This will not alert if using an offline tool)**
- *The request email for approval will be send only first request
- *The account number must be available status for setup eSecure
- *Approve or reject will be a transaction that will always be effective until you change your status in the system. It is not a shipment-by-shipment transaction

ESS tools that support eSecure and not support



Online Tools

MyDHL+
Emailship
B2L+ (Booking 2 Label)



Offline Tools:

EasyShip
MyDHL API
XML
Blank Form (3ply)
DEC (DHL express commerce)

If you have not used MyDHL+:

You will receive an email from esecure@dhl.com as an Account Administrator for an eSecure enabled account. (Account Admin).

You will receive an email from DHL to create the password. Then you can login to use MyDHL+ and eSecure.

Sample email for user who have not used MyDHL+

The image shows a sample email header with the DHL logo and "Help Center" link. The body of the email reads: "Dear anupaptestest@gmail.com, Welcome to MyDHL+ – your one stop for international shipping! You'll be able to create and manage shipments, get quotes, schedule pickups, view reports and more! You have been registered for MyDHL+. Please create a password so that you can login to get started!" Below this text is a green button labeled "Create Password". At the bottom, it says: "If you have any questions or need assistance with your registration, please contact us at 1-800-CALL-DHL. We look forward to supporting your shipping needs!"

The rules of password:

- English only
- At least 1 uppercase letter
- At least 1 lowercase letter
- At least 1 number
- At least 1 special character such as # . ! + @ / *
- At least 8 characters for all above

Note: Please be aware and do not set the simply password and give the password to anyone



CONTACT US

DHL Express International (Thailand) Ltd.

-  Login and start using [MyDHL+](#)
-  Contact ESS team at **02-345-5050 M-F 08:30-17:30**
-  Contact via ema ess.th@dhl.com

The information in this guide is correct as of 02/2024